














**1. How easy is it to find out about the opening hours and services offered by your GP practice?**

		Response Percent	Response Count
Very easy		34.2%	13
<b>Fairly easy</b>		<b>44.7%</b>	<b>17</b>
Neither easy nor difficult		13.2%	5
Fairly difficult		5.3%	2
Very difficult		2.6%	1
<b>answered question</b>			<b>38</b>
<b>skipped question</b>			<b>3</b>

## 2. How do you find out information about your GP practice?

		Response Percent	Response Count
Friend, family, neighbour		13.9%	5
Practice newsletter		30.6%	11
Local Involvement Network		0.0%	0
<b>Practice noticeboard</b>		<b>36.1%</b>	<b>13</b>
Patient advice and liaison service (PALS)		0.0%	0
Practice website		8.3%	3
Practice leaflet		8.3%	3
Voluntary group		2.8%	1
Other website (for example, NHS Choices)		0.0%	0
Email		0.0%	0
	None of the above, I look at (please tell us)		8
<b>answered question</b>			<b>36</b>
<b>skipped question</b>			<b>5</b>

### 3. Does this information meet your needs?

		Response Percent	Response Count
Yes		89.7%	35
No		10.3%	4

If you ticked 'no', please tell us how this can be improved.

2

answered question

39

skipped question

2

### 4. Are there any other services you think we could offer?

	Response Count
	13
answered question	13
skipped question	28

**5. In order to reduce waiting times, should we? (please tick any boxes you agree with)**

		Response Percent	Response Count
See patients in the order they arrive	<input checked="" type="checkbox"/>	34.2%	13
Give patients appointments with the first available doctor	<input checked="" type="checkbox"/>	15.8%	6
Be stricter with patients who arrive late	<input checked="" type="checkbox"/>	36.8%	14
Only deal with one problem for a patient at each consultation	<input type="checkbox"/>	2.6%	1
Offer patients longer, but fewer, appointments	<input checked="" type="checkbox"/>	7.9%	3
<b>Offer appointments of different lengths</b>	<input checked="" type="checkbox"/>	<b>50.0%</b>	<b>19</b>
Only deal with the family member for whom an appointment has been made	<input checked="" type="checkbox"/>	34.2%	13
	Other (please specify)		4
		<b>answered question</b>	<b>38</b>
		<b>skipped question</b>	<b>3</b>

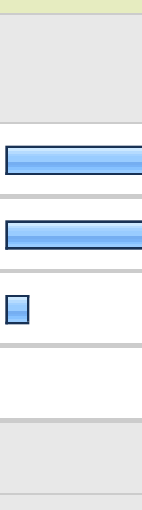
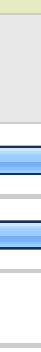

**6. Please tell us how long you would be prepared to wait for your appointment before you would want an explanation for the delay.**

	Response Count
	36
<b>answered question</b>	<b>36</b>
<b>skipped question</b>	<b>5</b>



**7. Please tell us what you think we could do other than offer more appointments to make it easier for patients to get an appointment.**

	Response Count
	27
answered question	27
skipped question	14

**8. Thinking about access into the building at your surgery, how do you find this?**

		Response Percent	Response Count
Very easy		57.9%	22
Fairly easy		39.5%	15
Not very easy		2.6%	1
Not at all easy		0.0%	0
	answered question		38
	skipped question		3



**9. Do you consider yourself disabled?**

		Response Percent	Response Count
Yes		5.7%	2
No		94.3%	33




If you have answered 'yes' to this question, please write any comments you wish to make about the surgery (for example, disabled toilets, heights of desks etc) in the box below. 1

answered question	35
skipped question	6

**10. Is it easy for you to find your way around the practice (for example, does the practice have clear signposting?)**

		Response Percent	Response Count
Yes		57.9%	22
No		42.1%	16
<b>answered question</b>			<b>38</b>
<b>skipped question</b>			<b>3</b>





**11. How clean is your GP surgery?**

		Response Percent	Response Count
Very clean		43.2%	16
Fairly clean		54.1%	20
Not very clean		0.0%	0
Not at all clean		0.0%	0
Don't know		2.7%	1
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>4</b>




**12. Is there anything about your GP practice premises that could be improved?**

	Response Count
	22
<b>answered question</b>	<b>22</b>
<b>skipped question</b>	<b>19</b>

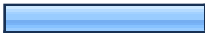



### 13. Generally, how satisfied are you with the service you get from your GP?

		Response Percent	Response Count
Very satisfied		51.4%	19
Satisfied		43.2%	16
Neither satisfied nor dissatisfied		2.7%	1
Dissatisfied		2.7%	1
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>4</b>





### 14. Generally, how satisfied are you with the service you get from the practice nurse?

		Response Percent	Response Count
Very satisfied		73.0%	27
Satisfied		24.3%	9
Neither satisfied nor dissatisfied		2.7%	1
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>4</b>

### 15. Generally, how satisfied are you with the service you get from reception staff?

		Response Percent	Response Count
Very satisfied		29.7%	11
<b>Satisfied</b>		<b>43.2%</b>	<b>16</b>
Neither satisfied nor dissatisfied		18.9%	7
Dissatisfied		8.1%	3
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>4</b>

### 16. Would you recommend your GP practice to someone who has just moved into your local area?

		Response Percent	Response Count
<b>Yes, would definitely recommend</b>		<b>62.2%</b>	<b>23</b>
Yes, might recommend		27.0%	10
Not sure		5.4%	2
No, would probably not recommend		5.4%	2
No, would definitely not recommend		0.0%	0

If you would recommend your GP to someone else, please tell us why. If you would not recommend your GP surgery to someone else, please tell us why not. 18

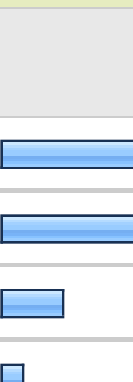
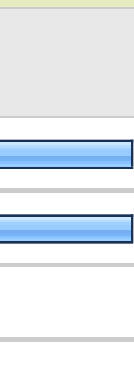


<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>4</b>








**17. Is there any way your general experience of your GP practice could be improved?**

	Response Count
	22
answered question	22
skipped question	19

**18. How would you prefer to be told about changes to local health services, for example, opening times of your GP practice, hospital services, treatment in the community etc?**

		Response Percent	Response Count
Email		44.1%	15
Newsletter		44.1%	15
Text messaging		8.8%	3
Website		2.9%	1
	Other (please tell us)		6
	answered question		34
	skipped question		7

**19. How would you like to be involved in planning changes to local health services, for example, new services, hospital services (please tick all that apply)?**

		Response Percent	Response Count
Patient participation group at GP practice		55.6%	20
Local Involvement Network (LINK)		5.6%	2
As a member of a hospital/foundation trust		8.3%	3
Voluntary/community group		2.8%	1
None, I am not interested in planning changes to local health services		38.9%	14
	Other (please tell us)		2
	<b>answered question</b>		<b>36</b>
	<b>skipped question</b>		<b>5</b>

**20. Please use the space below to tell us about anything you feel that is important that we may have missed.**

	Response Count
	11
<b>answered question</b>	<b>11</b>
<b>skipped question</b>	<b>30</b>